AMENDMENTS TO THE SPECIFICATION

The first paragraph on page 1 is updated, as follows:

The following copending Application, assigned to the present assignee, is related

to the present Application and is incorporated herein by reference:

U.S. Patent Application No. ~~10/___,___, filed on _____, to~~ 10/728,864, filed

on December 8, 2003, to George et al., entitled "SERVICE FOR ANALYZING WEB

CLIENT DIALOGS", having IBM Docket YOR920030319US1.